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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/777,913	02/12/2004	Brandon Shane Skidgel	17448-54409-B	6072
7590 J. Charles Dougherty Wright, Lindsey & Jennings LLP Suite 2300 200 West Capitol Avenue Little Rock, AR 72201			EXAMINER SIDDIQI, MOHAMMAD A	
			ART UNIT 2454	PAPER NUMBER
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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

### Office Action Summary

**Application No.**

10/777,913

**Applicant(s)**

SKIDGEL, BRANDON SHANE

**Examiner**

MOHAMMAD A. SIDDIQI

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**Period for Reply** -- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 26 March 2010.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1, 6-10, 12 and 15 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1, 6-10, 12 and 15 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO/SB-08)  
Paper No(s)/Mail Date \_\_\_\_\_
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: \_\_\_\_\_

### **DETAILED ACTION**

1. Claims 1, 6-10, 12 and 15 are presented for examination. Claims 2-5, 11, 13-14, and 16-19 have been cancelled.

### ***Claim Rejections - 35 USC § 102***

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371(c) of this title before the invention thereof by the applicant for patent.

3. Claims 1, 6, 7, 12, and 15 are rejected under 35 U.S.C. 102(e) as being anticipated by Roy et al. (7,149,776) (Hereinafter Roy).
4. As per claim 1, Roy discloses A co-browsing system (fig 1), comprising:
- (a) a network comprising an interconnected web server (140, fig 1, col 5, lines 3-10; line 24), vendor computer (102, fig 1), and customer computer (104, fig 1);
- (b) a standard web site hosted at said web server (142, fig 1), accessible by said customer computer, and comprising a plurality of standard web pages (col 5, lines 3-10);

(c) a customer co-browsing web site hosted at said web server (104, fig 1), accessible by said customer computer, and comprising a plurality of customer co-browsing web pages (elements of fig 1, col 5, lines 3-10), wherein each of said customer co-browsing web pages is identical in appearance from a customer's point of view to one of said standard web pages (col 7, lines 19-26), and said customer co-browsing web site further comprises a polling routine (col 2, lines 35-43, The applets [communicates with polling status from the server] are configured to communicate with a collaboration server to relay information about co-browsing events and pages to be co-browsed) operable to poll said vendor computer for change events transmitted from (214 fig 2) said vendor computer while said customer co-browsing web site is accessed at said customer computer (col 11, lines 63- col 12, line 6; col 2, lines 35-43, The applets [communicates with polling status from the server] are configured to communicate with a collaboration server to relay the status and co-browsing events );

(d) a vendor co-browsing web site hosted at said web server (102, fig 1), accessible by said vendor computer, and comprising a plurality of vendor co-browsing web pages (elements of fig 1, col 5, lines 3-10), wherein at least one of said vendor co-browsing web pages corresponds to one of said customer co-browsing web pages, and wherein said vendor co-browsing web site comprises an event handler (210, fig 2) operable to collect and transmit vendor co-browsing web site change events received from said vendor computer to said customer computer in order to synchronize a currently accessed vendor co-browsing web page with a currently accessed customer co-browsing web page (210, fig 2, col 5, lines 50-54), wherein said vendor co-browsing

web site change events each comprise a change event identifier that identifies a control on said vendor co-browsing web page that has changed, and a change event value that identifies the new value of the control on said vendor co-browsing web page that has changed (col 5, lines 50-54); and

(e) a data store in communication with said vendor co-browsing web site (112, fig 1), wherein said data store is operable to store (260, fig 2) said vendor co-browsing web site change events (260, fig 2, col 2, lines 64-67; col 5, lines 55-67).

5. As per claim 6, Roy discloses A method for initiating a co-browsing session, comprising the steps of:

(a) providing a data entry web page from the web server computer to a first web browser executing on the customer computer while said first web browser is navigating a first web site (col 5, lines 3-10);

(b) receiving an activation signal at the web server from the first web browser network (302-306, fig 3, col 10, lines 34-41);

(c) providing a contact web page from the web server to the first web browser (col 5, lines 34-44), wherein the contact web page comprises a session identifier network (210, fig 2; col 8, lines 14-24; col 11, lines 52-58);

(d) receiving at a second web browser the session identifier network (session information 210, fig 2) and launching at said second web browser a second web site (210, fig 2, col 10, lines 43-56);

(e) transmitting the session identifier to the web server network (col 6, lines 1-10); and

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(f) providing a web page from a third web site (fig 1) from the web server to the first web browser, and a web page from the second web site from the web server to the second web browser (fig 1, col 7), where the web pages from the first and third web pages are identical in appearance to an operator of the first web browser (fig 1, col 7, lines 19-26), and wherein the second web site comprises an event handler operable to transmit a col 2, lines 35-43, The applets [communicates with polling status from the server] are configured to communicate with a collaboration server to relay the status and co-browsing events 10, line 45) for change events while the second and third web sites are simultaneously being accessed in order to synchronize a currently accessed web page at the second web site with a currently accessed web page at the third web site (col 11, line 59 – col 12, line 6).

6. As per claim 12, Roy discloses A co-browsing method utilizing a web server computer, a vendor computer, and a customer computer, comprising the steps of:

(a) from a the web server computer (112, fig 1), transferring a first contact web page of a first web site to a first web browser operating on the customer computer (col 4, lines 52-58);

(b) displaying at a second web browser a session ID (session information, 210, fig 2, col 6, lines 11-19);

(c) receiving a session ID at the session ID entry page ID ( session information, 210, fig 2, col 6, lines 11-19, col 12, lines 7-10, page ID);

d) redirecting the first web browser from the first web site to a third web site (third party, fig 1, col 6, lines 43-58) , wherein each of the first and third web sites comprise at least one web page that are identical in appearance to each other site (third party, fig 1, col 6, lines 43-58);

(e) receiving at a the second web browser a change event representing a change made by a user to at least one control visible in the second web site (200, fig 2, col 6, lines 11-19) ;

(f) transmitting the change event from the second web browser to the web server computer (200, fig 2, col 6, lines 11-19);

(g) repeatedly initiating a polling request the from the third web site to the web server (col 2, lines 35-43, The applets [communicates with polling status from the server] are configured to communicate with a collaboration server to relay the status and co-browsing events ) computer for a change event while the first and third web sites are both being accessed (318, fig 3, col 10, line 43-52; col 12, lines 11-17); and

(h) transmitting the change event from the web server computer to the third web site in response to the polling request in order to synchronize a currently accessed web page (col 2, lines 35-43, The applets [communicates with polling status from the server] are configured to communicate with a collaboration server to relay the status and co-browsing events ) at the second web site with a currently accessed web page at the third web site (318, fig 3, col 10, line 43-52; col 12, lines 11-17).

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7. As per claim 15, the claim is rejected for the same reasons as claim 1, above. In addition, Roy discloses a co-browsing system (fig 1), comprising:

(a) a computer network (fig 1, col 3, lines 41-59);

(b) a vendor computer connected to said network and comprising an internet browser (102, fig 1, col 4, lines 4-23);

(c) a customer computer connected to said network by means of at least one standard internet port and comprising a standard internet browser (104, fig 1, col 3, lines 41-59; col 4, lines 4-23).

***Claim Rejections - 35 USC § 103***

8. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

9. Claims 8 -10 are rejected under 35 U.S.C. 103(a) as being unpatentable over by Roy et al. (7,149,776) (Hereinafter Roy) in view of "official Notice".

10. As per claims 8 and 9, Although Roy discloses forms displaying personal information (personal data must have contact information, col 2, line 54; col 6, lines 59-63). Roy is silent on the contact information and specifically contact information is telephone number. "Official Notice" is taken that both the concept and advantages of



displaying contact information including contact telephone number. It would have been an obvious modification to the system disclosed by Roy to include contact information including contact telephone number in the personal information of the client.

11. As per claim 10, the claim is rejected for the same reasons as claim 9, above. In addition, Roy discloses further comprising the step of providing a session identifier entry web page from the web server to the second web browser (session information, 200, fig 2, col 6, lines 11-19).

### ***Response to Arguments***

12. Applicant's arguments filed 03/26/2010 have been fully considered but they are not persuasive, therefore rejections to claims 1, 6-10, 12 and 15 is maintained.

13. In the remarks applicants argued that:

**Argument:** Roy does not disclose customer co-browsing web site further comprises a polling routine operable to poll said vendor computer for change events transmitted from said vendor computer while said customer co-browsing web site is accessed at said customer computer.

**Response:** Roy does not disclose customer co-browsing web site further comprises a polling routine (Polling routine is transferring status information equivalent to applet integrated in the browser to transfer status and events to the server, col 2, lines 35-43, The applets [communicates with polling status from the server] are configured to communicate with a collaboration server to relay information about co-browsing events and pages to be co-browsed) operable to poll said vendor computer for change events transmitted from (214 fig 2) said vendor computer while said customer co-browsing web site is accessed at said customer computer (col 11, lines 63- col 12, line 6; col 2, lines 35-43, The applets [communicates with polling status from the server] are configured to communicate with a collaboration server to relay the status and co-browsing events ).

### ***Conclusion***

14. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the

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shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to MOHAMMAD A. SIDDIQI whose telephone number is (571)272-3976. The examiner can normally be reached on Monday -Thursday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Nathan J. Flynn can be reached on (571) 272-1915. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

MS

**/NATHAN FLYNN/  
Supervisory Patent Examiner, Art Unit 2454**